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Miami-Dade County, Florida

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2.0 SCOPE OF SERVICES

2.1 Background

The South Florida Vanpool Program (Program) is administered by the Metropolitan Planning Organization for the Miami Urbanized Area (MPO). Broward and Palm Beach Counties Metropolitan Planning Organizations are integral parts of the Program by providing funding and support.

Currently there are approximately 195 active vans operating in the Program. The future growth of the Program is anticipated to be 18 additional vans per year, but may vary depending on, among other considerations, public demand and acceptance.

The Program provides vans, maintenance, and associated services to established vanpools. A vanpool is a group of seven (7) to 15 commuters riding together to and from work, who live and/or work in Miami-Dade, Broward, or Palm Beach Counties. The vans vary from seven (7) to 15 passenger capacity according to the size of the group. One group participant serves as the volunteer vanpool driver (also referred to as the primary driver) and enters into a lease agreement with the selected Proposer for the van. Other participants are assigned as back-up drivers for the vanpool. Exceptions for participating in the Program are imposed by the MPO and are provided to the selected Proposer for the Program's marketing campaign.

Registered vanpool groups pay a monthly fee established by the selected Proposer but will receive a monthly subsidy of \$400 per van per month. This subsidy is determined and directly paid to the selected Proposer by the MPO in accordance with the Federal Transit Administration (FTA) Capital Cost of Contracting Policies.

Vanpools operate in compliance with public transit rules, including American with Disabilities Act (ADA) provisions and all federal, state and local requirements.

The objective of the Program is to alleviate traffic congestion in the service area by reducing the number of vehicles traveling on major expressways and arterials, contribute to eliminating passenger trips and passenger miles, save gas, and reduce pollution in the environment.

Potential expansion of the Program's service area to other counties will be determined by the MPO.

2.2 Management

The selected Proposer shall perform the necessary management and render other assistance to the MPO and participants as may be required for the functioning of the Program.

The selected Proposer shall provide a Project Manager who has experience to administer the Program. The selected Proposer shall provide a Program Coordinator to oversee daily operations in Broward County and a Program Coordinator to oversee daily operations in Palm Beach County. The Project Manager will also serve as the Program Coordinator for Miami-Dade County. The Program Coordinators shall be the direct point of contact for the MPO in the county he or she oversees respectively. Office space for the Project Manager shall be located in Miami-Dade County. The Project Manager will be responsible for managing all aspects of vanpool services and must be approved by MPO prior to start of service.

2.3 Vehicles

The selected Proposer shall provide passenger vans (mini and maxi) configured to seat from seven (7) to 15 passengers. Once a vanpool is formed, the selected Proposer shall deliver a van to the volunteer

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driver with the necessary capacity required for the number of the vanpool members within a week of the effective date of the lease agreement, accompanied with a copy of the executed lease agreement.

The selected Proposer shall provide, as needed, accessible vans that are compliant with ADA regulations to accommodate the request made by persons qualified under ADA. Accessible vehicles, including lift-equipped, shall have the appropriate capacity for the vanpool group. Any modifications to vehicles shall conform to ADA regulations. The selected Proposer shall deliver to the volunteer driver ADA equipped or modified vans within two (2) weeks of the effective date of a lease agreement, accompanied with a copy of the executed lease agreement. If the selected Proposer needs additional time for delivery of accessible vans, the selected Proposer shall submit a written request for the additional time to the MPO's Project Manager for approval.

2.4 Vehicle Specifications

The selected Proposer shall ensure that fleet vehicles in the Program are no more than four (4) years old and/or have not exceeded 100,000 miles. The selected Proposer shall replace any vehicle when or before it reaches one of these limits.

The selected Proposer shall ensure all vanpool vehicles are inspected, licensed, and registered in accordance with applicable Federal, State and local laws.

All vans utilized for the Program shall meet all applicable Federal Motor Vehicle Safety Standards (FMVSS) and, at a minimum, include the following:

- a. Automatic transmission
- b. Power steering, power windows, and power locks
- c. Front and rear air conditioning/heater
- d. Driver and front passenger air bags
- e. All seats with functioning seat belts/securements as required by Florida law
- f. The color shall be the manufacturer's standard white
- g. A reflective safety triangle kit, approved by the Department of Transportation, stored in the vehicle
- h. A first aid kit, approved by the National Safety Council, located under the driver or front passenger seat
- i. A 5lb, ABC class fire extinguisher with a metal head, including vehicle bracket installed on the floor of the vehicle
- j. Van striping and logo application (to be determined after award) shall be provided by the MPO. Additional or alternate vehicle markings must be approved by the MPO

2.5 Mileage Tracking System

The selected Proposer shall equip all vans with the necessary mileage tracking system (hardware and software) for automatically tracking and monthly reporting of the traveled mileage by each van per county of origin. The selected Proposer should also use this system for National Transit Database (NTD) Reporting (see Section 2.11.3).

2.6 Fleet Administration

The selected Proposer shall perform fleet administration to eliminate interruption of transportation service for the vanpool. The selected Proposer shall manage all accident and subrogation services for the vanpool. The selected Proposer shall provide preventative maintenance, vehicle repairs, and emergency assistance, as described below:

2.6.1 Preventive Maintenance

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The selected Proposer shall provide preventative maintenance for all vehicles, at a minimum, based on the vehicle manufacturer's preventive maintenance program. The selected Proposer shall coordinate scheduled and unscheduled maintenance with the vanpool driver as needed.

2.6.2 Vehicle Repair

The selected Proposer shall provide vehicle repair for all vehicles and accomplish repairs in a timely manner.

2.6.3 Emergency Assistance

The selected Proposer shall provide 24-hour roadside assistance for all groups participating in the Program. This shall include, but not limited to, towing of the vehicle to the nearest authorized service facility when the vehicle is breakdown, roadside services, and on-the-spot delivery of backup vehicles.

2.6.4 Back-up Vehicles

The selected Proposer shall provide a back-up van to the vanpool group whenever the regularly assigned van is out of service for maintenance or repair. The back-up van shall be provided to the group prior to such events. The selected Proposer shall maintain an adequate amount of back-up vehicles to support the Program.

2.7 Vanpool Formation

The selected Proposer shall form and establish of vanpool groups. The selected Proposer shall designate a unique vanpool group identification number for each established vanpool for reporting purpose.

The selected Proposer shall conduct a thorough screening and selection of the primary and back-up volunteer vanpool drivers.

The drivers screening process shall include, but not be limited to:

- a. Alcohol and drug testing
- b. Verification that drivers meet the following criteria:
 - i. Are at least 25 years old
 - ii. Have a valid Florida driver's license
 - iii. Have no chargeable accidents or moving violations in their Division of Motor Vehicles driving record for the last three (3) years
 - iv. Never have been convicted of a felony and never had a license revocation
 - v. Are good credit risks based upon a credit check

The driver's criteria may be modified by the MPO as appropriate upon written notice to the selected Proposer.

2.8 Volunteer Driver Responsibility

The County, MPO, volunteer driver, or back-up driver will not be responsible for loss of or physical damage to the vehicle.

The selected Proposer shall enter into a lease agreement with the responsible party for the vanpool vehicle. A responsible party is defined as the volunteer driver, entity, employer, or organization that enters into a leasing agreement with the selected Proposer to take responsibility for the van. The selected Proposer shall indemnify the volunteer driver against liability claims resulting from the operation of the vehicle. The lease agreement shall, at a minimum, include provisions that the volunteer driver shall:

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- 2.8.1 Provide at least 30 days written notice of his/her intent to terminate of the lease agreement with the selected Proposer.
- 2.8.2 Not use vans as a source of additional income, such as jitneys, taxicabs, commercial carriers, or any other for-hire service.
- 2.8.3 Participate in the Program and use the van to pick up, transport, and deliver other vanpool participants to and from their residences (or other agreed upon locations), and their places of employment (or other agreed upon locations).
- 2.8.4 Participate in a training course provided by the selected Proposer for the appropriate use and maintenance of the van.
- 2.8.5 When requested, be available to participate in basic driver training/safety awareness orientation, and cooperate with the selected Proposer to obtain the driver's motor vehicle record.
- 2.8.6 Not consent to the use of the vanpool vehicle by anyone other than an authorized driver.
- 2.8.7 Return the vehicle in the same condition, and with all the equipment and documents, as when delivered, except for ordinary wear and tear and damage which is subject of pending collision or comprehensive insurance claim.
- 2.8.8 Adhering to the vehicle maintenance schedule established by the selected Proposer, ensuring the van is available for maintenance service when needed, and maintaining a clean vehicle – exterior and interior.
- 2.8.9 Operate the vehicle in accordance with all applicable laws, ordinances, rules and regulations.
- 2.8.10 In case of accidents, incidents, or other loss or damage to or involving the vehicle;
 - a. immediately report to the selected Proposer any accident or incident involving bodily injury or loss;
 - b. complete and file with the selected Proposer a written accident or incident report; and
 - c. cooperate fully with the selected Proposer in all accident or incident investigations and/or settlements.
- 2.8.11 Forward payments to the selected Proposer in the amount due for the monthly fee approved by the MPO, and any other fees imposed by the selected Proposer in the lease agreement such as excess mileage charges, late fees, and/or returned check charges.
- 2.8.12 Acknowledge that any violation of these provisions may result in a suspension of the driver's participation in the Program.

2.9 Invoicing Responsible Party

The selected Proposer shall bill responsible parties participating in the Program each month and be accountable for assuring collection of the monthly payment in a timely manner. The selected Proposer's billing process, procedures, and fees to responsible parties shall be subject to review and approval by the MPO's Project Manager, including any alternative billing process.

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The selected Proposer shall utilize the Exhibit D, Invoice for billing. An alternate or alternative to the Exhibit D, Invoice, that captures the specific data therein, may be used by the selected Proposer after receiving written consent from the MPO's Project Manager.

2.10 Program Marketing and Ride-Matching Services

The selected Proposer shall prepare, execute, and manage a marketing campaign in coordination with the South Florida Commuter Services, the regional commuter assistance program managed by Florida Department of Transportation, for the Program, ride-matching services, and the emergency ride home program. The campaign shall include a combination of any of the following media tools: radio spots, TV ads, newspaper ads, internet websites, billboards, direct mail, special activities, and any other tool to promote the Program. The elements of the marketing campaign shall, at a minimum, be conducted in English, Spanish, and Creole.

Additionally, the selected Proposer shall conduct other related activities in promoting and expanding the Program in South Florida. For example, in order to provide an incentive to potential groups, the selected Proposer may target employers to provide the use of passenger vans in public transportation services such as shuttle service from business sites to transit resources, park & ride lots, or any other innovative transportation services. In these situations, the selected Proposer shall coordinate with employers regarding the particular requirements of the services. The selected Proposer shall submit all plans to the MPO's Project Manager for approval prior to implementation.

2.11 Reports

All reports to be developed by the selected Proposer shall be reviewed and approved by the MPO's Project Manager. The selected Proposer shall provide a sample of all proposed forms to be used during the operation of the Program.

2.11.1 Maintenance Report

The selected Proposer shall maintain detailed, computerized maintenance records for each vehicle regarding scheduled and non-scheduled maintenance. The selected Proposer shall provide Maintenance Reports that record preventive maintenance and any other repair work performed on each vehicle in the fleet. The Maintenance Report shall be submitted to the MPO's Project Manager on request.

The selected Proposer shall also provide a list of the facilities, including their addresses, where preventive maintenance is to be performed to the MPO's Project Manager on request.

2.11.2 Monthly Reports

The selected Proposer shall complete and submit an Exhibit B, Monthly Summary & Performance Report and an Exhibit C, Vanpool Activity by County Report, on a monthly basis, with its invoice as supporting documentation. The monthly reports will be used for further determination of appropriate payment by county. An alternate or alternative to the monthly reports, that captures the specific data in each Exhibit, may be used by the selected Proposer after receiving written consent from the MPO's Project Manager.

2.11.3 Section 15 Report - National Transportation Database (NTD) Reporting

The selected Proposer shall collect data, prepare reports, and keep financial and operating records of the Program in conformity with the requirements of the FTA Uniform System of Accounts and Records and Reporting System, as required in 49 CFR Part 630, for the purposes of the County to be eligible for FTA Section 5307 and FDOT State Block Grant Program funds. For additional information on NTD Reporting, contact the FTA National Transit Database Program Helpdesk at (866) 349-1427 or visit www.NTDProgram.com.

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The selected Proposer shall submit the required reports formatted and as further specified in accordance with 49 CFR Part 630 to the MPO's Project Manager.

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